



# Senate

General Assembly

**File No. 7**

January Session, 2009

Senate Bill No. 761

*Senate, February 24, 2009*

The Committee on Public Safety and Security reported through SEN. STILLMAN of the 20th Dist., Chairperson of the Committee on the part of the Senate, that the bill ought to pass.

## ***AN ACT CONCERNING AN ENHANCED 9-1-1 SERVICE DATABASE.***

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 28-25 of the general statutes is repealed and the  
2 following is substituted in lieu thereof (*Effective July 1, 2009*):

3 As used in this section and sections 28-25a [, 28-25b, 28-26, 28-27, 28-  
4 27a, 28-28, 28-28a, 28-28b, 28-29, 28-29a and] to 28-29b, inclusive, as  
5 amended by this act:

6 (1) "Automatic number identification" means an enhanced 9-1-1  
7 service capability that enables the automatic display of the [seven  
8 digit] telephone number used to place a 9-1-1 call.

9 (2) "Automatic location identification" means an enhanced 9-1-1  
10 service capability that enables the automatic display of information  
11 defining the geographical location of the telephone used to place a 9-1-  
12 1 call.

13       (3) "Office" means the Office of State-Wide Emergency  
14 Telecommunications.

15       (4) "Commission" means the E 9-1-1 Commission created by section  
16 28-29a.

17       (5) "Enhanced 9-1-1 service" means a service consisting of telephone  
18 network features and public safety answering points provided for  
19 users of the public telephone system enabling such users to reach a  
20 public safety answering point by dialing the digits "9-1-1". Such service  
21 directs 9-1-1 calls to appropriate public safety answering points by  
22 selective routing based on the geographical location from which the  
23 call originated and provides the capability for automatic number  
24 identification and automatic location identification features.

25       (6) "Enhanced 9-1-1 network features" means those features of  
26 selective routing which have the capability of automatic number and  
27 location identification.

28       (7) "Municipality" means any town, city, borough, consolidated  
29 town and city or consolidated town and borough.

30       (8) "Public safety agency" means a functional division of a  
31 municipality or the state which provides fire fighting, law  
32 enforcement, ambulance, medical or other emergency services.

33       (9) "Private safety agency" means any entity, except a municipality  
34 or a public safety agency, providing emergency fire, ambulance or  
35 medical services.

36       (10) "Public safety answering point" means a facility, operated on a  
37 twenty-four-hour basis, assigned the responsibility of receiving 9-1-1  
38 calls and, as appropriate, directly dispatching emergency response  
39 services, or transferring or relaying emergency 9-1-1 calls to other  
40 public safety agencies. A public safety answering point is the first  
41 point of reception by a public safety agency of a 9-1-1 call and serves  
42 the jurisdictions in which it is located or other participating  
43 jurisdictions.

44 (11) "Selective routing" means the method employed to direct 9-1-1  
45 calls to the appropriate public safety answering point based on the  
46 geographical location from which the call originated.

47 (12) "Telephone company" includes every corporation, company,  
48 association, joint stock association, partnership or person, or lessee  
49 thereof, owning, leasing, maintaining, operating, managing or  
50 controlling poles, wires, conduits or other fixtures, in, under or over  
51 any public highway or street, for the provision of telephone exchange  
52 and other systems and methods of telecommunications and services  
53 related thereto in or between any or all of the municipalities of this  
54 state.

55 (13) "Private branch exchange" means an electronic telephone  
56 exchange installed on the user's premises to allow internal dialing  
57 from station to station within such premises and connection to  
58 outgoing and incoming lines to the public switched network of a  
59 telephone company.

60 (14) "Private safety answering point" means a facility within a  
61 private company, corporation or institution, operated on a twenty-  
62 four-hour basis, and assigned the responsibility of receiving 9-1-1 calls  
63 routed by a private branch exchange and, directly dispatching in-  
64 house emergency response services, or transferring or relaying  
65 emergency 9-1-1 calls to other public or private safety agencies.

66 (15) "Emergency medical dispatch" means the management of  
67 requests for emergency medical assistance by utilizing a system of (A)  
68 tiered response or priority dispatching of emergency medical resources  
69 based on the level of medical assistance needed by the victim, and (B)  
70 prearrival first aid or other medical instructions given by trained  
71 personnel who are responsible for receiving 9-1-1 calls and directly  
72 dispatching emergency response services.

73 (16) "Emergency notification system" means a service that notifies  
74 the public of an emergency.

75     (17) "Subscriber information" means the name, address and  
76     telephone number contained in the enhanced 9-1-1 service database of  
77     any telephone used to place a 9-1-1 call or that is used in connection  
78     with an emergency notification system.

79     Sec. 2. Section 28-28a of the general statutes is repealed and the  
80     following is substituted in lieu thereof (*Effective July 1, 2009*):

81     (a) A telephone company or voice over Internet protocol service  
82     provider, as defined in section 28-30b, shall forward to any public  
83     safety answering point or other answering point equipped for  
84     enhanced 9-1-1 service the telephone number and street address of any  
85     telephone used to place a 9-1-1 call, provided a voice over Internet  
86     protocol service provider shall be in compliance with this [section]  
87     subsection if the provider complies with the requirements for  
88     forwarding such information contained in 47 CFR 9 and this chapter,  
89     provided the provisions of this chapter are not addressed by, or are not  
90     inconsistent with, federal law or regulations [,] regarding the provision  
91     of enhanced 9-1-1 service in the state of Connecticut. Subscriber  
92     information provided in accordance with this [section] subsection shall  
93     be used only for the [purpose of responding] following purposes: (1)  
94     Responding to emergency calls, [or for the investigation of] (2)  
95     investigating false or intentionally misleading reports of incidents  
96     requiring emergency service, or (3) enabling emergency notification  
97     systems. Subscriber information collected in accordance with  
98     subdivision (3) of this subsection shall be used only in case of life-  
99     threatening emergencies. Subscriber information provided pursuant to  
100     this subsection shall be confidential and shall not be subject to  
101     disclosure pursuant to the Freedom of Information Act, as defined in  
102     section 1-200.

103     (b) Each month, the provider of the enhanced 9-1-1 service database  
104     shall provide to the Office of State-Wide Emergency  
105     Telecommunications an electronic copy of the current subscriber  
106     information maintained in the enhanced 9-1-1 service database. The  
107     office shall make such subscriber information available to the

108 Department of Emergency Management and Homeland Security and  
 109 to each public safety answering point pursuant to a memorandum of  
 110 understanding consistent with the provisions of this section. Each  
 111 public safety answering point that has entered into such a  
 112 memorandum of understanding shall make such subscriber  
 113 information available to one or more of the municipalities within the  
 114 public safety answering point's jurisdiction at such a municipality's  
 115 request.

116 (c) On or before October 1, 2009, the enhanced 9-1-1 service database  
 117 provider and the Office of State-Wide Emergency Telecommunications  
 118 shall enter into an agreement regarding the provision of the enhanced  
 119 9-1-1 service database information in accordance with subsection (b) of  
 120 this section, including, but not limited to, payment for the costs  
 121 incurred by the provider of the enhanced 9-1-1 service database in  
 122 connection with the compilation of the enhanced 9-1-1 service database  
 123 information.

124 (d) No telephone company or its agents and no voice over Internet  
 125 protocol service provider or its agents shall be liable to any person  
 126 [who uses] or entity for release of the information specified in this  
 127 section, or for any failure of equipment or procedure in connection  
 128 with the enhanced 9-1-1 service or an emergency notification system  
 129 established under sections 28-25 [, 28-25a, 28-25b, 28-26, 28-27, 28-27a,  
 130 and 28-28, this section and sections 28-28b, 28-29, 28-29a and] to 28-  
 131 29b, inclusive, as amended by this act. [for release of the information  
 132 specified in this section or for any failure of equipment or procedure in  
 133 connection with enhanced 9-1-1 service.]

This act shall take effect as follows and shall amend the following sections:

Section 1	July 1, 2009	28-25
Sec. 2	July 1, 2009	28-28a

**PS**            *Joint Favorable*

The following Fiscal Impact Statement and Bill Analysis are prepared for the benefit of the members of the General Assembly, solely for purposes of information, summarization and explanation and do not represent the intent of the General Assembly or either chamber thereof for any purpose. In general, fiscal impacts are based upon a variety of informational sources, including the analyst's professional knowledge. Whenever applicable, agency data is consulted as part of the analysis, however final products do not necessarily reflect an assessment from any specific department.

### **OFA Fiscal Note**

#### **State Impact:**

<b>Agency Affected</b>	<b>Fund-Effect</b>	<b>FY 10 \$</b>	<b>FY 11 \$</b>
Public Safety, Dept.	E 9-1-1 Fund - Cost	25,000	25,500

#### **Municipal Impact:**

<b>Municipalities</b>	<b>Effect</b>	<b>FY 10 \$</b>	<b>FY 11 \$</b>
Various Municipalities	Savings	Potential Minimal	Potential Minimal

### **Explanation**

This bill would result in an estimated cost of \$25,000 in FY 10 and \$25,500 in FY 11 associated with requiring the Office of Statewide Emergency Telecommunications (OSET) to enter into an agreement with an enhanced 9-1-1 service database provider for the cost of providing an electronic copy of current subscriber information each month, as well as providing that database to the Department of Emergency Management and Homeland Security (DEMHS) and to all 107 Public Safety Answering Points (PSAP) in the state.

It is anticipated that the monthly provision of an electronic copy of the subscriber information specified in the bill would cost OSET \$20,000 annually. OSET would then be responsible for distributing that information to DEMHS and to all PSAPs<sup>1</sup>. Additional administrative costs associated with copying the subscriber information onto multiple discs and distributing those discs to

<sup>1</sup> Subscriber information would be provided to the specified agencies subsequent to the finalization of a memorandum of understanding regarding the use of such information.

DEMHS and all PSAPs would cost an estimated \$5,000 annually. This would result in a total cost of \$25,000 in FY 10, to be funded from the Enhanced 9-1-1 Telecommunications Fund. It is projected that this annual cost would continue into the future, subject to inflation.

The bill further specifies that each PSAP shall provide subscriber information to any municipality within that PSAP's jurisdiction upon such municipality's request. Currently, 70 communities contract with a private vendor for the provision of subscriber information. This bill would result in a cost savings for those communities, since they would no longer have to contract with a private vendor for such information.

### ***The Out Years***

The annualized ongoing fiscal impact identified above would continue into the future subject to inflation.

*Source: Vendor Bid Quote 6/15/2007; Office of Statewide Emergency Telecommunications.*

**OLR Bill Analysis****SB 761****AN ACT CONCERNING AN ENHANCED 9-1-1 SERVICE DATABASE.****SUMMARY:**

This bill allows subscriber information in the enhanced 9-1-1 (E 9-1-1) database to be used for enabling emergency notification systems in life-threatening emergencies. Under current law, it may be used only in responding to emergency calls or investigating false or intentionally misleading reports of incidents requiring emergency service.

The bill defines “subscriber information” as the name, address, and telephone number in the E 9-1-1 database of a telephone used to place a 9-1-1 call or in connection with an emergency notification system. It defines an “emergency notification system” as a service that notifies the public of emergencies. It makes confidential and exempt from the Freedom of Information Act subscriber information provided for (1) enabling such systems and (2) the other purposes specified under current law.

The bill outlines procedures governing release and use of database information by database providers, the Office of State-wide Emergency Telecommunications (OSET), the Department of Emergency Management and Homeland Security (DEMHS), and public safety answering points (PSAP).

EFFECTIVE DATE: July 1, 2009

**E 9-1-1- DATABASE*****Subscriber Information***

The bill requires that, each month, the E 9-1-1 service database provider give OSET an electronic copy of the current subscriber



information in the database. OSET must make this information available to DEMHS and to each PSAP under a memorandum of understanding (MOU). Each PSAP that has entered into a MOU must make the information available to any municipality within the PSAP's jurisdiction that requests it.

By October 1, 2009, the E 9-1-1 service database provider and OSET must enter into an agreement regarding the provision of the E 9-1-1 service database information, including paying the provider for compiling the information.

***Liability Issues***

By law, telephone companies and voice over Internet protocol (VOIP) service providers (e.g., Vonage) must forward the telephone number and street address from which a 9-1-1 call is made to a safety answering point. The companies and their agents are immune from liability to the caller. The bill also immunizes them from liability for (1) releasing the database information as required by the bill and (2) failure of any equipment or procedure in connection with the emergency notification system.

**COMMITTEE ACTION**

Public Safety and Security Committee

Joint Favorable

Yea    22    Nay   0    (02/10/2009)